1. Q. Why are FIs freezing accounts and denying me access to financial services?

   A. The Emergencies Act was invoked by the Government of Canada and is specifically intended to address illegal activities that are impacting trade, commerce, and security across the country. It includes economic measures that generally apply to all financial services providers in Canada. It does not impact the vast majority of Canadians.

   These actions are temporary.

2. If I made donation(s) prior to the coming into force of the measures (prior to February 15, 2022) could my account be frozen solely for this reason?

   A. No, the measures are not retroactive. Your account will not be frozen solely for the reason that you made donations prior to the coming into force of the measures. The measures are designed to address the funding of prohibited activities, including threats to public infrastructure. The focus is on individuals and entities identified by law enforcement or who are now engaged in supporting illegal activity referenced in the order.

3. Q. If my account has been frozen under the measures will I be able to withdraw funds from my account for legitimate purposes?

   A. No. There are no exceptions. Accounts will be frozen for all purposes and no financial services will be provided for as long as the measures remain in force, or until you can establish that you are no longer involved in prohibited activities. This includes joint accounts.

4. Q. My account has been frozen under the measures and I do not believe my account should be frozen. Who should I contact?

   A. Contact the Government of Canada **[insert contact information]** or contact your local police service.

5. Q. If my account is frozen and I am no longer involved in prohibited activities how do I confirm that?

   A. You should attend at your home police department branch to identify yourself and provide a written attestation that you are no longer engaged in prohibited activities.